

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: April 7, 2022 Case Number: 22-118

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Geiger mobile vet
Premise Name: Geiger mobile vet
Premise Address: 999 E. Fry Blvd
City: Sierra Vista State: AZ Zip Code: 85635
Telephone: 520 335-5593

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Gail Fellman
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Diva
Breed/Species: Long coat Chihuahua
Age: 4 years Sex: F Color: White + Black spots

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Leonard Howell my husband
[REDACTED]
[REDACTED]

He holds Diva q/t
She loves him.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Gail Tillman

Date: 4-1-22

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

I have been the owner of Diva for 7 years she has had three rabies and Parvo shots before this last round on March 11 2022 with no side effects.

On March 14th 2022 I took her to Dr. Geigers for rabies + parvo shots the male Vet assistant brought her to the back and put her back in her carrier. After going home and holding her

I noticed a large bald spot on her face that was not there before because I just washed her face before leaving to Vet. I know she wiggles a lot when clipping her nails so I had her harness on her at the Vet's office.

I think to control her she was held by her hair.

I called the vet and spoke to the young man and he said hold on when I asked why she had a bald spot!

Rev 8.14.17

he admitted holding ~~Disa~~ for shots.
But said it could be a allergic reaction
to the shots, but I don't think it's possible.

I think she had a very bad experience and
still shakes her head 9/10 + now.

I called a couple times to ask for the Vet
records and name of people in control of her
that day with no call back!

From now on I will go to a Vet that allow's
me to hold her for shots. Dr. Biege does not
allow people to go in the back.

Also the Lady assistant working that day was dragging
a large dog by the collar so hard ~~his~~ feet were sliding
across the floor and her collar came off her neck.
It's a grab + stab assembly line with no compassion
for people and pets feeling's and concerns.

Haip Tullman

4-22

Tracy A. Riendeau, CVT
Investigative Division
Arizona State Veterinary Medical Examining Board
1740 W. Adams St., STE. 4600, Phoenix, Arizona 85007

Dear Ms. Riendeau,

On March 11th, 2022 due to Covid-19 concerns, our facility was still operating with the Centers for Disease Control and Preventions recommendation for 6 feet of social distancing. Because of these recommendations, unless specifically requested by the owner, animals were being brought by veterinary assistants into the treatment area of the hospital. Gail Tillman did not request to accompany her pets in the treatment area on March 11th, 2022.

Prior to Mrs. Tillman's pets being seen, she verbalized her frustration at the long wait time. The vaccine clinic is done on a walk-in basis and wait times vary greatly.

On March 11th, 2022 Mrs. Tillman's three dogs were brought into the hospital waiting area in a dog stroller. All three dogs were restrained in one compartment. Each of Mrs. Tillman's pets was removed from the stroller individually in the waiting room by Aidan, a veterinary assistant, and carried into the treatment area. Diva was examined while standing on the exam table with minimal restraint, including a hand in front of her chest and a hand on the side of her chest to keep her safely on the table. Diva's general appearance was within normal limits with no missing hair observed on her face. After the exam, Diva was carried into the waiting room by Aidan and placed back into the stroller with the two other dogs and the stroller was zipped closed.

I have spoken with the individual who answers our phone and have not received a request by Mrs. Tillman for records. I do not have a request for a call back from Mrs. Tillman.

Finding a Veterinary Hospital that aligns with safety practices in place can be difficult for clients. My hope is that Mrs. Tillman finds a veterinarian whose practices best align with hers and allow pet owners to restrain their pets for injections. At Geiger Veterinary Mobile Clinic, we do not allow pet owners to restrain pets for injections.

The last concern mentioned was of another employee "dragging a large dog by the collar."

Large pets come into the waiting room with a collar/harness and leash. Our staff routinely places a slip leash on dogs in addition to the owners' gear because of the high frequency of poorly fit collars. It is not uncommon for owners to push or pull their pets to the door leading into the treatment area when they are unwilling to leave the owners to walk with the assistant. The employee mentioned has moved out of state and is no longer employed at Geiger Veterinary Mobile Clinic. I have never observed an animal being dragged but ethical animal handling will be addressed with the entire staff preventatively.

Please let me know if I can better clarify.

Dr. Garrel Geiger, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-118

Complainant(s): Gail Tillman

Respondent(s): Garrel Geiger, D.V.M. (License: 3819)

SUMMARY:

Complaint Received at Board Office: 4/7/22

Board Discussion: 6/15/22

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018

(Lime Green); Rules as Revised

September 2013 (Yellow).

On March 11, 2022, "Diva," a 4-year-old female Long Haired Chihuahua was presented to Respondent for vaccines. The dog was taken into the treatment area; the dog was vaccinated and brought back out to Complainant.

After arriving home, Complainant noted a bald spot on the dog's head that was not there prior to the veterinarian visit.

PROPOSED 'FINDINGS of FACT':

1. On March 11, 2022, the dog was presented to Respondent to be vaccinated. Due to Covid-19 concerns, animals were being brought into the treatment area by technical staff unless specifically requested by the pet owner. Respondent stated that Complainant did not request to accompany her pets. Complainant expressed frustration with the long wait time; the vaccine clinic is done on a walk-in basis and wait time can vary.
2. Complainant brought all three of her dogs in a stroller to be vaccinated. Each dog was removed from the stroller individually in the waiting room by technical staff member, Aiden, and carried into the treatment area. Aiden weighed the dog, took the temperature and checked the dog's general condition.
3. The dog had a weight = 4.2 pounds, a temperature = 100.1 degrees, a heart rate = 130bpm, and a respiration rate = 25rpm. Notes in the medical record stated the dog could use a dental. None of the dog's system results were documented/checked on the medical record. Respondent vaccinated the dog for DA2PP and Rabies and was brought back to Complainant. Complainant was advised that the dog could use a dental cleaning – Complainant paid and left. Both Respondent and Aiden stated the dog was handled with care.
4. Complainant stated in her complaint that after arriving home, she noticed a large bald spot on the dog's face that was not there prior to seeing Respondent. She believes the dog was held by her hair for restraint. She called Respondent's office and asked why the dog had a bald spot and was told that the dog possibly had an allergic reaction to the vaccines.



← pre visit 9/18/21 *** post visit 3/14/22 →



5. According to Aiden, Complainant called the following week and accused him of abusing her dog. He stated the dog was not abused and the call was disconnected.
6. Complainant stated that she also called Respondent's premises a couple times to request a copy of the dog's medical records and obtain the name of the person who was in control of the dog the day of the visit. She stated that her calls went unreturned. Complainant also reported that another dog that was at the premises on that day was dragged across the floor so hard that the pet's feet were sliding and it pulled out of the collar.
7. Respondent stated in his narrative that they did not receive a request from Complainant for her pet's medical records nor did he have a request to return a call from Complainant.

Respondent further stated that it is not uncommon for pet owner's to pull or push their pet to the door leading into the treatment area when they are unwilling to leave the owners to walk with the assistant. Staff members routinely place a slip leash on dogs in addition to the owner's gear due to the frequency of poorly fit collars. He had not observed a pet being dragged but ethical animal handling would be addressed with staff.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division